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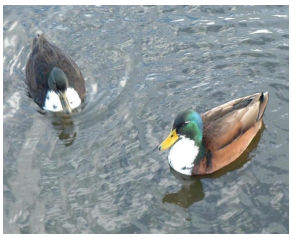
AUTHORIZED REPAIR CENTER

Network News



A News Update For Nintendo Authorized Repair Centers℠

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Welcome New Servicers

By Michael Hughes

We have brought on these new Servicers to our Nintendo Authorized Repair Center Network:

Action Small Appliance	Bellevue, WA
Texas Shaver and Appliance	San Antonio, TX
Waters Appliance-Marshall Hardware	Marshall, VA
Appliance Service	Denver, CO
O'Connor's Sales & Service	Youngstown, OH

Nintendo GameCube ä Controllers

By Michael Hughes

Listed below are the new Controller part numbers that we would like you to use regardless of whether the customer brings in their entire GameCube system or just their Controllers. We will ship these Controllers "Direct to Customer" (DTC) or directly to your store location, whichever the customer chooses.

Controller Part Numbers:

47103 (Indigo)
47104 (Clear/Indigo) this has an Indigo top and clear bottom
47105 (Jet Black)
47106 (Spice-Orange) pictured above

Your cost: **$23.00**
Suggested out of warranty cost: **$34.95***

*While Nintendo may suggest repair pricing, service providers are free to set their own fees.

N.A.S.A./N.E.S.D.A.

By Michael Hughes

In just a few months it will be time once again to attend NASA and NESDA's annual convention and trade show. NASA's convention will be held June 6th in Memphis, TN while NESDA's will be held July 30th in Orlando, Florida. We hope many of you attend and please stop by our

booth and say "hello".

Consumer Service Department

By Dave Devey

Nintendo of America opened its' Consumer Service Department in 1985 and has helped more than 75 million consumers by phone and 2.5 million consumers by letter and email. They currently provide information on system set-up, operational troubleshooting, service referrals, game tips, Nintendo Power subscriptions, and new game/system release information.

When a consumer calls for technical assistance, the representative will question them and attempt to correct the problem during the call. The representative uses a unique system of organized computer notes that allow them to troubleshoot the issue in a step by step process. If the troubleshooting steps do not fix the problem, then the representative progresses to the next step, which is a service referral. The typical caller gets troubleshooting, and referral within 8-10 minutes.

The department currently employs 150 representatives including seventeen bilingual representatives (Spanish and French) and is open Pacific Time 6am-9pm Monday through Saturday and 6am-7pm on Sunday. During this holiday season, they handled over 150,000 calls.

Phone Numbers to Remember

By Lynnette Anderson

Please call Field Service direct if you have a customer or non-technical question, do not call Consumer Service. If you call Consumer Service, you may get caught on Hold for awhile. As a friendly reminder, the following numbers are available to you:

FIELD SERVICE 1-800-447-8373
Monday-Friday, 6 a.m.-4 p.m. Pacific Time
SiRAS WARRANTY VER. 1-800-255-3788
Available 24 hours, seven days a week.
Use to verify warranty status of products.
CREDIT DEPT 1-800-633-3236 x2181
Monday-Friday, 8 a.m.-5 p.m. Pacific Time
PARTS SUPPORT 1-800-531-4048
Monday-Friday, 7 a.m.-5 p.m. Pacific Time
PARTS ORDERS Fax 1-800-447-8362
Available 24 hours, seven days a week.
The number below is for your customers' convenience. Call Field Service direct if YOU have a customer-related issue.
CONSUMER SERVICE 1-800-255-3700
Monday-Saturday 6 a.m.-9 p.m.
Sunday 6 a.m.-7 p.m.; Pacific Time

Nintendo GameCube Tech Tips

By Lynnette Anderson

Following are some tips to use to assist your customers who bring their GameCube system to you. If the issue is not addressed below, please contact Field Service for assistance at 800-447-8373.

Error Message
Cleaning the game disc can eliminate many errors. Clean the disc whenever there is an error message. Clean the game with a soft cloth wet with water (no other liquid, nor paper towel), gently cleaning from the center toward the outer edge. Do not clean in a circular motion. If you do, the game can be ruined.

Error Message-The Disc Could Not Be Read
Make sure the disc is inserted correctly in the GameCube. Replace (insert) the game disc, printed side up, pressing the disc down firmly onto the center hub. Close the cover, press the power button to turn the system back on, and verify the power light on the system lights up.

Power Shuts Off During Game Play
Possible cause: blocked or clogged air vent or internal fan not working. When this occurs, allow the system to cool down, check the vents on the side for build-up of dust. If there is a build up, use a vacuum cleaner with a soft brush attachment (liquid is not to be used). If after clearing the dust it still has this problem, the system needs to be replaced.

Noises?
Because the GameCube has moving parts (fan, motor, lens, etc.), it will make noises including humming, whirring, clicking, slight grinding, rubbing, etc. This is normal.

Scratches or Cracks in the Housing
There may be slight lines in the plastic around the buttons on the top of the system. These are called "knit lines". They are more noticeable on the Jet (black) colored GameCube. There is nothing wrong with the system and there is no need to fix it. The knit lines are the result of the manufacturing process. They are created when plastic is poured into the mold and cools at different rates.

Advertising Reminder

By Lynnette Anderson

REMINDER! Your advertising funds expire Sunday, March 31, 2002. Mark your calendars -- the final deadline is Friday, May 31, 2002, for submitting advertising claims for Fiscal Year 2002.

All advertising and promotion claims must be submitted to Nintendo Field Service within 60 days after the final run of your advertisement or promotional event. Completion of the Nintendo Advertising and Promotions Claim Form must include the Proof of Cost (paid invoice) and Proof of Performance (copy of ad, radio transcript, etc.). The Advertising and Promotions Claim Form is available on our web site, http://service.nintendo.com.

Submit your claims via fax to (426) 558-7129, or mail to: Nintendo of America Inc.
Attn: Lynnette Anderson
PO Box 09781
Redmond, WA 98073-9781

Double Check

By Michael Hughes

This is a quick reminder to all Servicers to make sure to check and double check the customer's control deck for games and memory cards prior to sending the decks to Nintendo for core credit. We have seen an occasional deck arrive with either the game disk or memory card still in the system creating a great deal of frustration for the customer. Since you are testing these decks with our interim test disk, you should easily detect a customer's game disk that they may have failed to remove prior to visiting you. The memory card, due to its small size, is a little more difficult to notice. Look just below the controller ports and you'll see the insertion slot for the memory card; the card will protrude slightly from the deck. Our mutual customers will benefit from your thoroughness.

Nintendo News

Nintendo Wins 3 AIAS Awards 3/04/02

The 5th annual Academy of Interactive Arts & Science Awards were held on February 28th in Las Vegas, Nevada, and Nintendo was able to pull down 3 trophies:
Children's Title of the Year - Mario Party 3
Hand-Held Game of the Year - Advance Wars
Innovation in Console Gaming - Pikmin

Meet Tom Graviett

I am the new Technical Service/Field Service Parts Assistant. I work with you by processing consumer parts requests, doing parts pricing, intercepting telephone inquiries and the processing of repair authorization orders. In addition, I help support the Nintendo Latin America Marketing department by gathering prices for quotes and processing certain purchase orders.

I have been at Nintendo for over 13 years and have worked with the constructing and assembly of arcade systems and in areas such as Consumer Repairs and Returns, Shipping & Receiving, and the Archives department. Before coming to Nintendo, my degree in Marketing and Business led to a career in Communications Consulting with Unisys and the AT&T Corporation.

I am extremely pleased to have this opportunity to work with you and continue to contribute to a very successful business partnership.

Notes

Remember to 'Spring Ahead' and change your clocks on April 7 when Daylight Saving Time begins. Also, it's a good time to change those batteries in your smoke detectors.

Nintendo Field Service department will be closed for Memorial Day on May 27.

From the Kitchen of...

Joe Conklin

Corned Beef Hash

Ingredients:
1-1/2 lbs leftover corned beef
8 medium-large russet potatoes
2 medium onions
8-12 large eggs
1/4 cup oil
salt & pepper to taste

Instructions:
Chop leftover corned beef into 1/2" cubes and set aside. Cut potatoes in approx. 1" cubes and boil for 15 minutes or until almost half done. Heat oil in a large frying pan, drain potatoes of water and add to pan. Add chopped onion to potatoes and fry until golden brown or to desired crispness. Once potatoes and onions are cooked, add the corned beef. Heat and stir until mixed and warmed through. Transfer to a 13" x 9" baking pan and heat in oven at 400 degrees for 15 minutes. Remove from oven, make indentations in top of hash with a one-cup measuring cup. Crack one egg into each indentation. Return to oven for 10 minutes or until eggs are cooked.

Nintendo GameCubeä Game Boyâ Advance Cable

By Michael Hughes

The Nintendo GameCube Game Boy Advance Cable adds new dimensions to how video games can be played. This cable, when used with specially designed games, allows you to connect the Game Boy Advance to the Nintendo GameCube. Only games displaying the icon "Game Boy Advance Compatible" (on the back of the Nintendo GameCube games) or "Nintendo GameCube Compatible" (on the back of Game Boy Advance games) can be used with this cable. The features available will change depending on the game - from exchanging data or unlocking new levels, to allowing the Game Boy Advance to be used as a supplemental game screen or input device. See the game instruction booklets and packaging for details on what features are activated when using this cable.

The Sky is Not Falling

By Michael Hughes

With unprecedented success of Nintendo GameCube™, our Servicers are seeing a surge in repair requests. It's important to keep in mind that though it might appear that there is a higher than normal defect rate, it's actually not. I have received many phone calls from our Servicers who feel that based on the repair volumes they're seeing that there might be a problem with the GameCube that would result in a "Bulletin". The fact is Nintendo has sold 1.2 million GameCube systems so far and retailers are having a difficult time keeping these systems on the shelves. This is why the repair volumes appear high. When retailers do not have product to exchange, the customers' only recourse is to find their nearest Nintendo Authorized Repair Center and that's where you come in. Our two day GameCube turnaround time has worked very well and our mutual customers have been very pleased with our prompt response. Please keep in mind that until further notice, all GameCube Decks are shipped "Direct to Customer". Keep up the good work!

Game Boyâ Advance goes Platinum

By Michael Hughes

On June 3, 2002 Nintendo will release the "Limited Edition Platinum Game Boy Advance". Because this is a "Limited" release, Nintendo will not refer consumers to your locations, but should they walk in with a Platinum Game Boy Advance, please offer to set up a Nintendo in-house warranty repair by calling 1 (800) 255-3700. By taking the time to assist these customers, you will go a long way towards outstanding customer service. Should you have any questions, don't hesitate to call us at 1 (800) 447-8373. You are still on referral for the Indigo, Glacier, Arctic and Fuchsia Game Boy Advance systems. As a general reminder, anytime you see product that does not look familiar, please call Field Service for clarification.